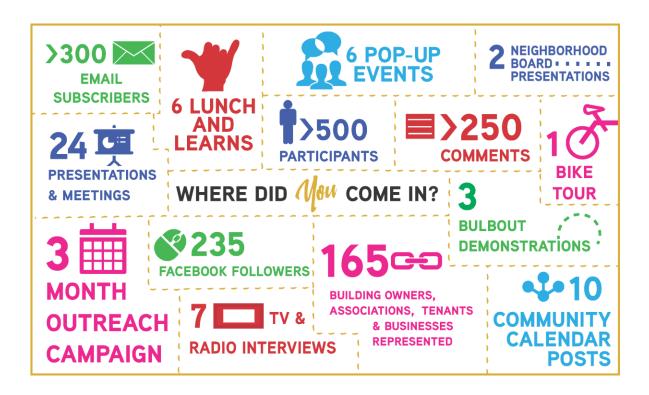


OUTREACH SUMMARY

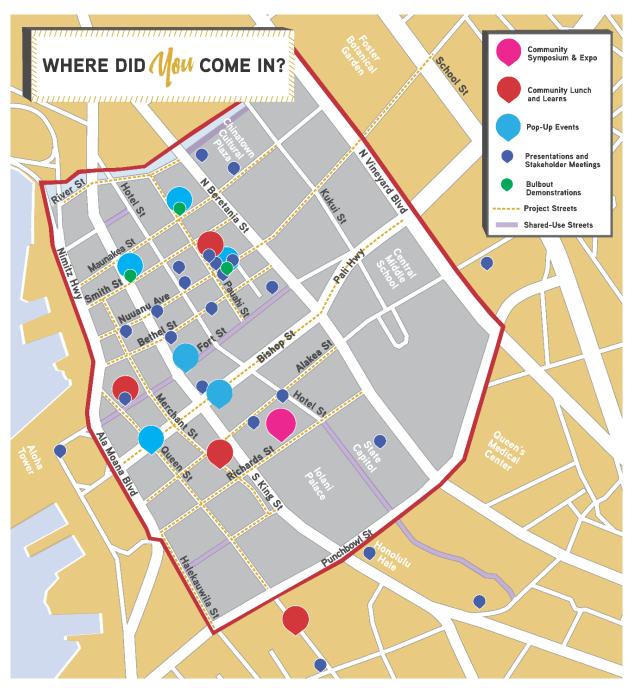
From January through March of 2017, the City and County of Honolulu Complete Streets program conducted intensive public outreach in Honolulu's Downtown / Chinatown area. The three month process included more than two dozen stakeholder presentations and consultation meetings with businesses, agencies, and elected officials. Over a dozen community events were held, from pop-ups and lunch and learn events to a community symposium and complete streets expo with more than 200 attendees.

The outreach was supported by a substantial promotions effort that included media releases, television, radio, online and print media coverage, as well as a strong presence on social media and community calendars. A Facebook page, website, and e-mail list was developed and promoted for the Honolulu Complete Streets program as part of the effort. These platforms attracted over 500 subscribers and followers over the project duration. The graphic below provides some metrics on the scope and reach of the public engagement effort. The remainder of the document describes the outreach efforts in detail.



I. Community Events

The map below shows the locations of community events and stakeholder meetings held as part of the project. These are described in detail through the remainder of this section.



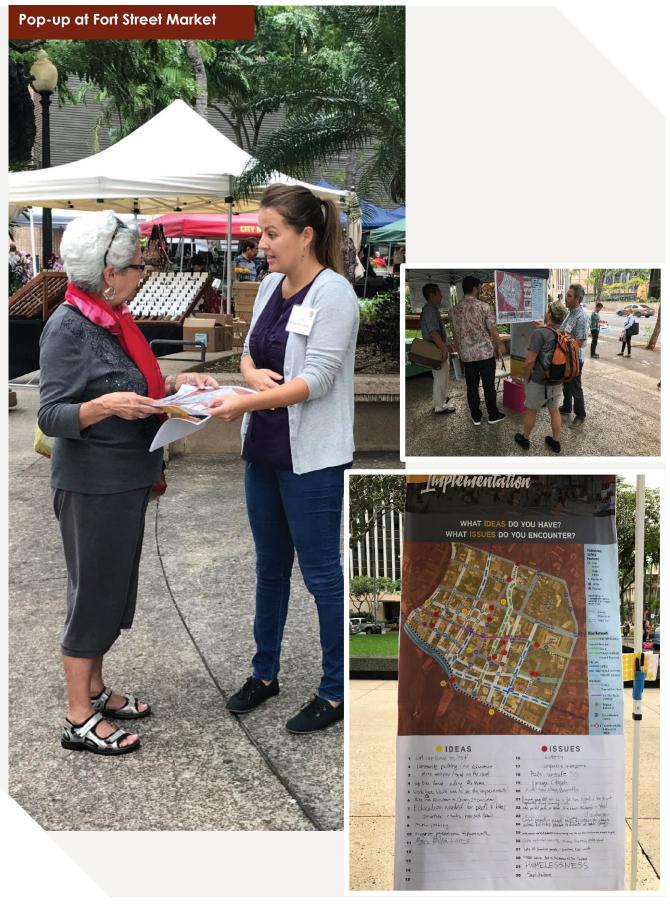
Pop-ups & Demonstrations

Four week-day pop-ups were held during lunch hour (11am-1pm), and two weekend pop-ups were held to coincide with community events. Three of the pop-up events included demonstrations of sidewalk bulbouts, and one included a guided bike tour of the project area. 111 comment cards were received during the pop-up events, which were held at the following venues.

- Pauahi St (Chinese New Year Event), January 21st (included bulbout demonstration)
- Bishop Square, February 8th
- Fort Street Market, February 10th
- The ARTS at Marks Garage, February 16th (included bulbout demonstration)
- Pacific Guardian Center, February 22nd
- Hotel Street (Walk on the Wild Side event), March 11th (included bulbout demonstration and bike ride of project area)











Community Lunch and Learns

More than 94 people attended four community lunch and learns during the month of February. 57 comment cards were received during the community lunch and learns. All lunch and learns were held from 12pm-1pm and included the same presentation content. The lunch and learns were held at the following venues.

- Hawai'i Public Health Institute, February 13th
- Madre Chocolate, February 17th
- Hawai'i Community Development Authority, February 23rd
- AIA Center for Architectue, February 24th













Complete Streets Expo and Community Symposium

On March 15th, 2017, from 5-8pm, a Complete Streets Expo and Community Symposium was held at the YWCA's Café Julia and Fuller Hall. Over 200 people attended the event. The Expo featured partners including Bikeshare Hawai'i, Department of Permitting and Planning Transit Oriented Development, Department of Transportation Services Bicycle Program, SHADE, Hawai'i Bicycling League, Blue Zones, City and County of Honolulu Bicycle Program, AARP, State Department of Health, Age Friendly Cities, and the Hawai'i Public Health Institute.



下午五時至八時,LANIAKEA 女青年會 1040 Richards Street #220

- · 白費停車場於 Alii Place (停車場入口於 Alakea St)
- 設茶點招待

商業中心/華埠 社區研討會

Fuller Hall

若你的工作,住所或消遣地區都在華埠或商業中心,我 們想聽取你的意見. 在研討會內我們會介紹一個對單車 和行人使用街道的安全改善措施.

完善街道展覽

Café Julia Courtyard

完善街道是關注不同年齡和能力的人,無論是步行,踏 單車,使用輪椅,乘搭巴土或自駕,都可以安全和方便 地使用街道. 展覽內更有各支持機構預備的精彩互動遊 戲, 示範, 和禮物派送.

若你需要特別輔助來參與是次活動,例如:翻譯,輪椅協助等,請於活動前三個工作天,致電 (808) 628-5861或電郵 mwhite@ssfm.com

歡迎參觀各支持機構攤位:























COMPLETE STREETS PROGRAM Department of Transportation Services

650 South King Street, 2nd Floor, Honolulu, HI 96813-3017 mail completestreets@honolulu.gov

若要加入通訊群組或得知更多計劃詳情, 請遊覽網站: >> www.honolulu.gov/CompleteStreets



5-8PM LANIAKEA YWCA 1040 Richards Street #220

BIKE! WALK! OR DRIVE! ON OVER!

- Non-validated parking is available at Ali'i Place (entrance off Alakea St)
- Refreshments will be provided

Downtown/Chinatown

COMMUNITY SYMPOSIUM

JOIN US FOR THE ACTIVITIES: A

Complete Streets EXPO

Fuller Hall

Do you live, work, play, or visit Downtown/Chinatown? We want to hear from YOU. Come hear about proposed pedestrian and bicycle safety improvements to roads and sidewalks in Downtown/Chinatown and share your input!

Café Julia Courtvard

Complete Streets are about safety and convenience for people of all ages and abilities, whether traveling on foot, by bicycle, wheelchair, bus or car. The expo will have fun interactive games, demonstrations, and giveaways by the many partners involved in making Complete Streets happen!

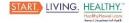
IF YOU REQUIRE SPECIAL ASSISTANCE TO PARTICIPATE IN THESE EVENTS (I.E. INTERPRETER, WHEELCHAIR ACCESSIBILITY), PLEASE CALL (808) 628-5861 OR EMAIL YOUR REQUEST TO mwhite@ssfm.com at least three business days prior to the event.

VISIT OUR PARTNERS AT THE EXPO























COURTESY OF HAWAI'I BICYCLING

LEAGUE!



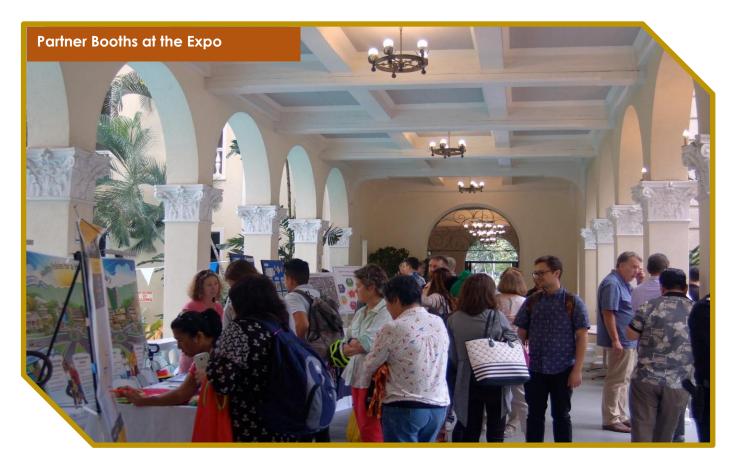
COMPLETE STREETS PROGRAM

Department of Transportation Services

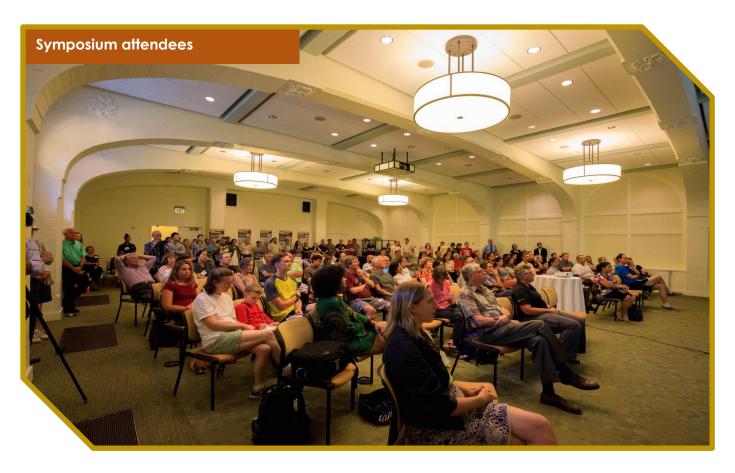
650 South King Street, 2nd Floor, Honolulu, HI 96813-3017 E-mail completestreets@honolulu.gov



















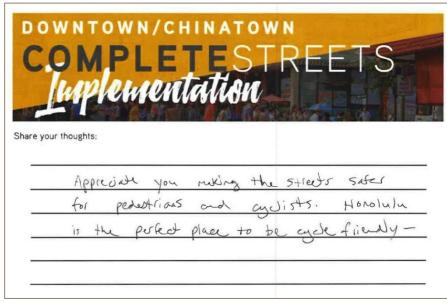
II. Stakeholder Consultations

The engagement effort targeted Downtown/Chinatown residents, workers, employers, landowners, building managers, associations, and other users of the project area. Elected officials and City/State agencies were also considered important stakeholders to be engaged. In an effort to reach as many stakeholders in the project area as possible, the project team employed techniques ranging from door to door visits to in-person meetings. Dedicated presentations were provided to groups upon request. The remainder of this section provides additional detail and who was engaged, and how. A master list of organizations represented in the stakeholder outreach is included at the end of this document.

Presentations

The City provided presentations to several stakeholder groups and associations:

- Downtown Chinatown Neighborhood Board: February 2nd and March 2nd
 (Note: The Neighborhood Board passed a motion in support of the project at the March 2nd meeting)
- Move O'ahu Forward, February 7th
- Chinatown Business and Community Association, February 14th
- Downtown Rotary Club, March 10th
- Building Owners and Managers Association, March 13th
 Presentations provided Q&A opportunities, as well as comment cards for written input.





Stakeholder Meetings

Stakeholders in the project area were consulted through door to door visits, phone and e-mail outreach, and meetings. Stakeholders with whom meetings were held are listed below – many more were visited and provided with project materials and information.

- 1. Rich Richardson, The ARTS at Mark's Garage/Chinatown Artists' Lofts, January 5th
- 2. Jason Cutinella, Nella Media Group / ACME, January 5th
- 3. Missy Owens, Owens and Co., January 6th and 10th
- 4. Nat Bletter, Madre Chocolate, January 10th
- 5. Jonathon Saupe, Barrio Vintage / Downtown Chinatown Neighborhood Board, January 10th
- 6. Chu Lan Shubert-Kwock, Chinatown Business & Community Association, January 26th
- 7. Stanford Yuen, Downtown Chinatown Neighborhood Board, January 26th
- 8. Nicole Reid, The Manifest / ACME, January 17th
- 9. Don Murphy, Murphy's Bar and Grill, February 6th
- 10. Building Owners and Managers Association, February 2nd
- 11. Chinese Chamber of Commerce/Fort Street Business Improvement District, February 24th
- 12. Ray Griego and Jason Wilkins, Wal-Mart, February 28th
- 13. Gifford Chang, February 27th
- 14. John Ness, Downtown / Chinatown Bike Messenger, March 1st
- 15. Taipei Economic and Cultural Office/Chinatown Cultural Plaza, March 3rd
- 16. Hawaiian Telcom, March 7th





Agency Meetings

Multiple City and State agencies were briefed on the project. Staff from several agencies also took the opportunity to attend community events. A list of meetings and agencies briefed is provided below.

- Multi-Agency Meeting (HPD, EMS, DFM, DDC, DPP, HFD, ENV, and more),
 February 13th
- State Historic Preservation Division, February 14th
- Mayor's Sub-Cabinet (2/21)
- Age Friendly Cities
- Honolulu Fire Department Chief Neves

Elected Official Briefings

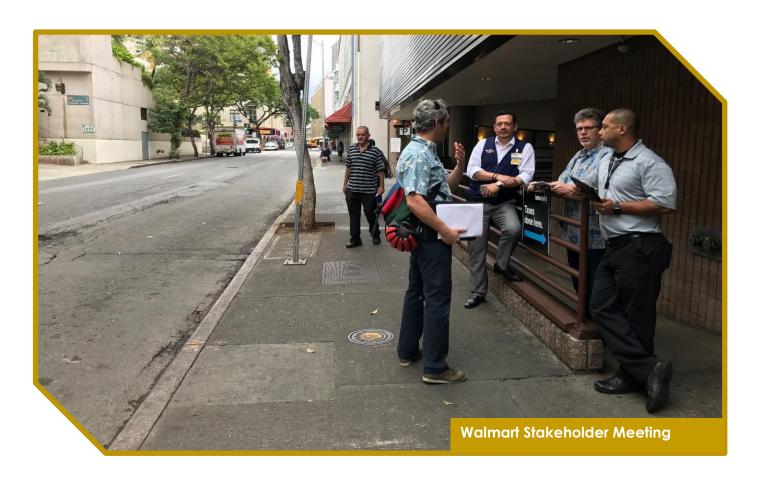
Efforts were made to reach out to elected officials serving the Downtown/Chinatown Project Area. Those with whom meetings were held include:

- Councilmember Carol Fukunaga
- State Representative Karl Rhoads
- State Representative Daniel Holt
- State Senator Suzanne Chun Oakland (former)

Meetings with Partners and Advocates

Organizations involved in implementing complete streets were important in disseminating information about the project and participating in community events. Meetings were held with each during the project to coordinate messaging and promotions:

- State Department of Health
- Bikeshare Hawai'i
- Hawai'i Bicycling League
- Honolulu Transit Oriented Development
- Hawai'i Public Health Institute
- Blue Zones Project
- AARP Hawai'i
- City and County of Honolulu Bicycle Program
- SHADE Institute





III. Media Coverage

The project team worked closely with the City to distribute media releases and coordinate coverage. Two media releases were drafted and distributed for the project, and interviews were scheduled throughout February and March.

Television

- Hawai'i News Now -
 - February 9th:
 http://www.hawaiinewsnow.co
 m/story/34460729/downtown-chinatown-streets-to-get-major-safety-overhaul
 - March 15th:
 http://www.hawaiinewsnow.co
 m/clip/13176501/department of-transportation-to-hold community-symposium-and complete-streets-expo
- KITV-
 - February 10th:
 http://www.kitv.com/story/3448
 0995/city-announces-plans-for-more-bike-lanes-in-downtown-honolulu-and-chinatown
 - http://khon2.com/2017/03/15/n ew-bikeshare-program-to-befeatured-at-citys-completestreets-expo/
- KHON2 -
 - February 15th:

 http://khon2.com/2017/02/15/f
 eedback-wanted-on-complete-street-improvements-in-downtown-chinatown/

- March 15th:

 http://khon2.com/2017/03/15/c
 ity-updates-community-on-complete-streets-program/
- Think Tech Hawai'i:
 - March 11th: Interview at Walk on the Wild Side
 - March 15th: Interview at Community Symposium and Expo



Radio

- Mike Buck Radio Show, February 13th
- Hawai'i Public Radio, February 15th and March 14th:

http://hawaiipublicradio.org/post/c onversation-tuesday-march-14th-2017

Online

KHON -

http://khon2.com/2017/02/15/feed back-wanted-on-complete-streetimprovements-in-downtownchinatown/

WN.com https://article.wn.com/view/2017/0
 2/15/02 15 17 Learn more about
 the city s Downtown Chinatown

Comp/

HICHINATOWN –
 http://hichinatown.com/city-update/?rq=complete%20streets

Active Rain:

http://activerain.com/blogsview/50 32898/community-symposium-andcomplete-streets-expo-march-15--2017

News of Hawai'i:

https://newsofhawaii.com/2017/03/ 15/department-of-transportationto-hold-community-symposium-andcomplete-streets-expo/





IV. Distribution of Project Information

As the Complete Streets program is a new City initiative, it was necessary to rely heavily on leveraging partner mailing lists and audiences for distributing project information, while also establishing and building new communication channels. A website, Facebook page, and mailing list was established for the Complete Streets program, which gathered over 500 subscribers and followers over the course of the project.

E-mail Blasts to Complete Streets Mailing List (>300 subscribers)

A mailing list was established for the Complete Streets program, with a sign-up link on the website and Facebook page. Six e-mail blasts were sent out over the duration of the project. Sign-up sheets were distributed at all the community and stakeholder events, and at the end of the project, there were over 300 subscribers.

Street Team

Members of the project team traversed the project area on foot and bike, distributing flyers to local businesses and building managers. Several businesses in Chinatown displayed posters for community events in their windows or left flyers for customers at their registers.



Partner Mailing Lists

The following partners assisted with disseminating project information and announcements to their mailing lists:

- DPP Transit Oriented
 Development (Chinatown
 Action Plan and Downtown TOD
 Plan mailing lists)
- Bike Share Hawai'i (500 subscribers)
- Hawai'i Bicycling League (7,000 subscribers)
- AARP (13,000 subscribers)
- Hawai'i Chapter American
 Society of Landscape Architects
 (ASLA) Members (appx. 100 members, and on ASLA Chapter website)
- Hawai'i Public Health Institute
- Obesity Prevention Task Force
- State Department of Health -Hawai'i Physical Activity and Nutrition Plan list serve

- Federal Highway Administration
- Hawai'i Green Growth
- University of Hawai'i,
 Department of Urban and
 Regional Planning

Organizations and Businesses

The following organizations and businesses shared project information with their mailing lists and staff:

- SSFM International, Inc. (all staff)
- PBR Hawai'i (all staff)
- ARTS at Marks Garage (all staff and mailing list)
- Hawai'i Pacific University (posted flyers)
- HECO (all staff)
- HHF Planners (all staff)
- Hawai'i Employers' Mutual Insurance Company (all staff)
- Building Owners and Managers Association (all members)
- Move O'ahu Forward (all members)
- Ali'i Place*
- Aloha Tower Market Place*
- Bank of Hawai'i
- Bishop Square (all tenants)*
- Bristol Ali'i Holdings LLC*
- Capital Place*
- Central Pacific Plaza*
- Century Place
- Century Square*
- Chinatown Gateway Plaza*
- Chinatown Manor*
- Davies Pacific Center*
- Episcopal Church in Hawai'i*
- Executive Centre*
- Financial Plaza of the Pacific*
- First Hawaiian Bank
- Harbor Court*
- Harbor Village*

- Chinatown Business and Community Association (all members)
- Queens Medical Center
- Straub Medical Center

Residential and Commercial Building Owners and Managers

Project staff researched and conducted outreach to residential and commercial building managers, landowners, and businesses in the area bounded by River Street, Nimitz Highway, Punchbowl Street, and up to areas mauka of Vineyard Boulevard. A list of building owners, associations, and managers that were reached through visits, by email, or other means is below. Those that posted flyers or distributed information to their tenants are indicated with an asterisk:

- Hawai'i Pacific University*
- Hawai'i Theatre Center*
- Hawai'i Times Building*
- Hawaiian Telcom
- Honolulu Park Place*
- Kukui Plaza*
- Marin Tower*
- McCandless Honolulu
- Mendonca Building
- Mililani Mall*
- New Life Church*
- Pacific Guardian Center*
- Parkway Court
- Pioneer Plaza*
- Queen's Court*
- Roman Catholic Church*
- Topa Tower
- Winston Hale*



Social Media

The project had a strong presence on social media. A new Facebook page was established for the Complete Streets program and promoted through shares and Facebook ads. At the end of the project, the page had 241 likes, and posts had reached over 12,000 unique users. The reach was greatly expanded through cross-posts and shares by other City pages and partner social media pages, as listed below.

- City and County of Honolulu Complete Streets Facebook page (241 likes)
- DTS Bicycle Program Facebook page (972 likes)
- DTS Twitter (1,514 followers)
- DPP TOD Facebook page (1,256 likes)
- Bikeshare Hawai'i Facebook page (1,696 likes)
- Bikeshare Hawai'i Twitter (917 followers)

Community Calendars

The Community Symposium and Complete Streets Expo was heavily promoted using online community calendars. Event listings were posted in the following outlets, as well as on partner websites:

- Blue Zones https://hawaii.bluezonesproject.com/events/detail/589c2194e4b028c8be4db57
- Kakaako Our Kuleana https://groups.google.com/forum/m/#!topic/kakaako-our-kuleana/8FFOc2rVXK4
- Hawai'i Public Radio http://hawaiipublicradio.org/community-calendar/event/119072
- Kiku TV (Link no longer available)
- Honolulu Magazine http://www.honolulumagazine.com/Calendar/index.php/name/Community Symposium-Complete-Streets-Expo/event/8729/
- Evie Says (Link no longer available)
- Frolic Hawai'l (Link no longer available)
- Yelp https://www.yelp.com/events/honolulu-community-symposium-and-complete-streets-expo
- KTUH (Link no longer available)
- First Friday Hawai'i http://www.firstfridayhawaii.com/news/201703/10807.html
- Hawai'i Bicycling League
- Hawai'i Public Health Institute

Partner Media Releases

Due to their participation in the Complete Streets Expo, some partners sent out media releases that included project information. These included Bikeshare Hawai'i and Hawai'i Bicycling League.

V. Organizations Represented

Through this project's outreach process, more than 160 organizations, building owners, associations, and businesses were represented. Below is a master list of those that were represented in direct stakeholder engagement:

- 1. A&B Properties
- 2. AARP
- 3. ACME
- 4. In4mation
- 5. ADA Hawaii
- 6. AECOM
- 7. Age Friendly Cities
- 8. Alakea Design Group LLC
- 9. Alexander & Baldwin
- 10. Ali'i Place
- 11. Aloha Tower Marketplace
- 12. Anthology Marketing
- 13. Architects Hawaii Ltd
- 14. Art Treasures Gallery
- 15. Bank of Hawai'i
- 16. Bario Vintage
- 17. bCause
- 18. Better Blocks
- 19. Bikeadelic Bike Rentals
- 20. Bikeshare Hawaii
- 21. Bishop Square
- 22. Blue Planet Foundation
- 23. Blue Zones Project Hawai'i
- 24. Bowers and Kubota
- 25. Brett Hill Construction
- 26. Bristol and Ali'i Holdings LLC
- 27. Building Onwers and Managers Association
- 28. Capitol Place
- 29. Castle & Cooke
- 30. Central Pacific Plaza
- 31. Century Square
- 32. Chinatown Artist Lofts

- 33. Chinatown Business and Community Association
- 34. Chinatown Gateway Plaza
- 35. Chinatown Improvement District
- 36. Chinatown Manor
- 37. Chinese Chamber of Commerce
- 38. Chinese Merchants Association
- 39. City and County of Honolulu Department of Planning and Permitting
- 40. City and County of Honolulu Department of Planning and Permitting Transit Oriented Development
- 41. City and County of Honolulu
 Department of Transportation
 Services
- 42. City Council
- 43. City Mayor
- 44. Council Chair Menor's Office
- 45. Councilmember Carol Fukunaga
- 46. D'Artagnan
- 47. Davies Pacific Center
- 48. City and County of Honolulu Department of Design and Construction
- 49. City and County of Honolulu Department of Environmental Services
- 50. City and County of Honolulu Department of Facility Maintenance

- 51. Department of Health Injury Protection
- 52. Department of Transportation Sustainable Transportation Group
- 53. Downtown / Chinatown Neighborhood Board
- 54. Downtown Honolulu Rotary Club
- 55. Chinatown Business & Community Association
- 56. EAH Housing
- 57. Earth Justice
- 58. Easter Seals of Hawai'i
- 59. Echo and Atlas
- 60. Environmental Protection Agency
- 61. Episcopal Church in Hawai'i
- 62. Executive Centre
- 63. Ferraro Choi
- 64. Financial Plaza of the Pacific
- 65. First Hawaiian Bank
- 66. First United Methodist Church
- 67. Fort Street Business Improvement District
- 68. Friends of Chinatown
- 69. Group 70
- 70. Harbor Court
- 71. Harbor Village
- 72. Hawai'i Authority for Rapid Transportation
- 73. Hawai'i Bicycling League
- 74. Hawai'i Department of Housing and Urban Development
- 75. Hawai'i Homes International
- 76. Hawai'i Pacific Health
- 77. Hawai'i Pacific University
- 78. Hawai'i Public Health Institute
- 79. Hawai'i Public Policy Advocates
- 80. Hawai'i State Department of Health
- 81. Hawai'i State Department of Transportation
- 82. Hawai'i Community
 Development Authority
- 83. Hawai'i Heritage Center

- 84. Hawai'i Medical Service Association
- 85. Hawai'i Theatre Centre
- 86. Hawaiian Electric Company
- 87. Hawaiian Telcom
- 88. Hazard Evaluation and Emergency Response Office
- 89. HDR Inc.
- 90. HHF Planners
- 91. Honolulu Fire Department
- 92. Honolulu Park Place
- 93. Honolulu Police Department
- 94. HPD Community Policing
- 95. Honorary Mayor of Chinatown
- 96. Howard Hughes Corporation
- 97. Hunt Companies
- 98. Kaiser Permanente
- 99. Kakaako Improvement Association
- 100. Kamehameha Schools
- 101. Kekaulike Mall Vendor
- 102. KF Downtown
- 103. Kiewit
- 104. Kokua Hawai'i Fund
- 105. Kukui PLAZA
- 106. KTUH radio
- 107. KWAI radio
- 108. Lanakila Pacific
- 109. Louis Pohl Gallery
- 110. Madre Chocolate
- 111. Manoa Botanicals
- 112. Marin Tower
- 113. Mayor's Office
- 114. Mayor's Sub Cabinet
- 115. McCandless Honolulu]
- 116. Meals on Wheels
- 117. Mendonca Building
- 118. Move O'ahu Forward
- 119. Murphy's Bar and Grill
- 120. National Park Service
- 121. Nella Media Group
- 122. New Life Church of Oahu
- 123. Oahu Metropolitan Planning Organization
- 124. Oceanit

- 125. Office of Representative Daniel Holt
- 126. Office of Senator Karl Rhoads
- 127. Outdoor Circle
- 128. Owens and Co.
- 129. Pacific Guardian Center
- 130. Pioneer Plaza
- 131. Plaza Assisted Living
- 132. PM Realty Group
- 133. Pono Pacific
- 134. Public Utilities Commission
- 135. Queen's Court
- 136. Real Office Center
- 137. Reinke Designers
- 138. Rim Architects
- 139. Roberta Oaks
- 140. Roman Catholic Church
- 141. Sayre Public Relations
- 142. Schatz Collaborative
- **143.SHADE**
- 144. Shidler Group
- 145. Sierra Club
- 146. Stanford Carr
- 147. Stephanie Chang Design Ink
- 148. State Highways Division, DOT
- 149. State Historic Preservation Division
- 150. State of Hawai'i Department of Health

- 151. State of Hawai'i Department of Health Emergency Medical Services
- 152. State of Hawai'i Department of Health Office of Environmental Quality Control
- 153. Stephanie Chang Design Ink
- 154. TAI Arch
- 155. Taipei Economic and Cultural Office
- 156. The ARTS at Mark's Garage / Chinatown Artists' Lofts
- 157. The Hawai'i Times Building
- 158. The Manifest
- 159. Think Tech Hawaii
- 160. Topa Financial Building
- 161. Ulupono Initiative
- 162. University of Hawaii
- 163. University of Hawai'i,
 Department of Urban and
 Regional Planning
- 164. University of Hawaii Biology Alumni Association
- 165. University of Hawaii West Oahu
- 166. USDOT FHWA Hawai'i
- 167. Wal-Mart
- 168. Winston Hale
- 169.Zora